创一流 技工院校 职业院校 “一体化”精品教材

Oral English Training of Reception

英语接待口语训练

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内 容 简 介

本书包括 4 个项目（接待基础训练，接待流程训练，商务接待训练和校园接待训练）、17 个工作任务（Oneself Introduction，Telephoning in the Office，Receiving Visitors，Cooperation，Booking a Flight Ticket，At the Airport，At the Hotel，At a Restaurant，City Tour，Company Introduction，Product Introduction，Bargain，Making a Deal，Farewell，College Introduction，Meeting and Discussion，Communicating with Foreigners）。每个工作任务给出一个工作场景，由小组根据提供的信息分工分角色完成，然后由各小组选代表上台进行实景展示，最后进行三方评价（小组自评，小组互评，教师评价）。

现有的英语教材大多适合普通高校或高职高专院校的学生，不适合技工院校的学生，本教材旨在从岗位出发，在接待的过程中强化英语口语和综合能力的训练，以就业为目标，以实用为尺度，以高中毕业起点的高职生能够接受的方式循序渐进地进行教学。创设真实的场景，保证设计的教学活动任务真实、实用，培养学生初步掌握使用英语获取信息、处理简单常规业务所必需的基本能力。

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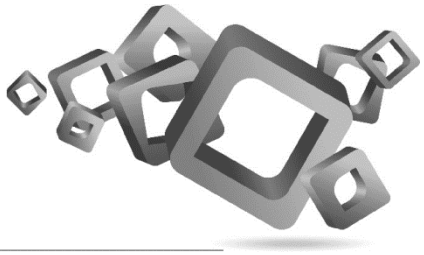
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前　言
PREFACE



随着我国社会主义市场经济的逐步发展和完善，英语作为国际间交流的重要工具，在对外沟通和接待的过程中发挥了十分重要的作用。为了顺应这种趋势，我们只有改革和发展针对接待的英语口语教学，才能不断满足社会对英语人才的需求。

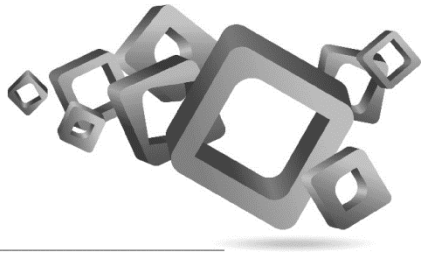
本书根据技工院校学生特点编写而成。全书设定 4 个项目、17 个工作任务，每个工作任务都给出明确的学习目标和特定的工作场景，使学生在上课之前就能明确本次任务的目的。同时以商务活动和校园活动中的例子作为任务背景，在任务中提出要解决的问题，并且在教师的指导下，通过工作流程与活动，围绕给出的任务背景和问题循序渐进地培养学生思考问题、解决问题、团队协作的良好习惯，并在实际工作场景中练习英语，从而打下扎实的专业基础。为了加深学生的理解和认识，在一些任务中的相关的小知识部分会告诉学生在完成任务过程中所涉及的关键概念或知识点，帮助学生形成比较合理的知识体系结构。在评价反馈中，改变了传统的评价方式，采用了小组自评、小组互评、教师评价三位一体的方式进行综合评定，更加注重了学生的学习过程，凸显学生的自主能力和创造能力。本书中所选的任务案例均来自生活工作实际，以增加学习的系统性、完整性和实用性。

本书是广东省机械技师学院“创建全国一流技师学院项目”成果——“一体化”精品系列教材之一。本系列教材以“基于工作过程的一体化”为特色，通过典型工作任务，创设实际工作场景，让学生扮演工作中的不同角色，在教师的引导下完成不同的工作任务，并进行适度的岗位训练，达到培养提高学生综合职业能力的目标，为学生的可持续发展奠定基础。

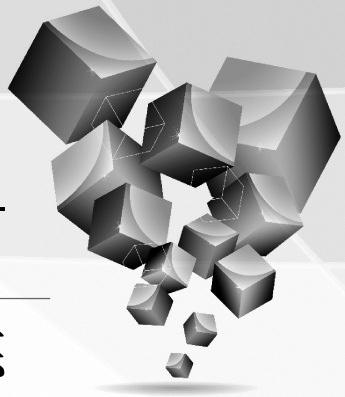
在本书的编写过程中，各位编者付出了辛勤的劳动，谨向为编写本书付出辛勤劳动的全体人员表示衷心的感谢！由于作者水平有限，编写时间仓促，书中疏漏之处在所难免，敬请广大读者批评指正。

编　者

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项目一

接待基础训练

学习目标

1. 能用英语进行个人介绍和制作名片
2. 能用英语进行电话预约
3. 能用英语处理办公接待
4. 能用英语进行分工合作

任务背景

王芳是 ABC 公司的前台接待员，她负责接打电话，介绍自己和同事，帮助老板预约与客户会面，帮助同事制作名片，接待来访者并和同事合作完成各项工作。

建议学时

16 学时

工作流程与活动

工作任务 1　个人介绍
工作任务 2　接听电话
工作任务 3　接待来访
工作任务 4　分工合作

Task 1 Oneself Introduction



Learning Objectives

1. to introduce oneself
2. to introduce other people
3. to make business cards



Lead In

Answer the following questions orally.

1. How do you greet people you know and you don't know?

2. How do you introduce yourself and other people?



Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

<table>
<tr><td rowspan="9">division of labor</td><td></td><td>name</td><td>assignments
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<tr><td>team member 7</td><td></td><td></td></tr>
<tr><td>team member 8</td><td></td><td></td></tr>
<tr><td>information</td><td colspan="3">1. useful words and expressions
doctor ['dɒktə] n. 医生 nurse [nɜ:s] n. 护士
teacher ['ti:tʃə] n. 教师 police [pə'li:s] n. 警察
bodyguard ['bɒdɪgɑ:d] n. 保镖 director [dɪ'rektə] n. 主任
chairman ['tʃeəmən] n. 董事长 president ['prezɪd(ə)nt] n. 总裁
vice-president [vaɪs] n. 副总裁 manager ['mænɪdʒə] n. 经理
finance director [faɪ'næns] n. 财务处长 engineer [endʒɪ'nɪə] n. 工程师
CEO(chief executive officer) [tʃi:f] [ɪg'zekjʊtɪv] ['ɒfɪsə] n. 首席执行官

2. model dialogue
A: Good afternoon. May I introduce myself? I’m Mary. How can I call you?
B: I’m Jack. I’m an engineer. What do you do?
A: I’m a secretary. Do you know our finance director?
B: I’ll introduce him to you. Tom, this is Mary. Mary, this is Tom, finance director of our company.
C: Hi, Mary. I’ve heard a lot about you. Pleased to meet you.
A: Pleased to meet you. Here is my business card.
C: Thank you. Here’s mine. I hope you’ll like our company.</td></tr>
</table>

information	**3. model business card** 

Evaluation

小组自评 第_____组		姓名	任务完成情况（听说读写，团队合作）			得分
	组长					
	组员					
	组员					
	组员					
	组员					
	组员					
	组员					
	组员					
小组互评		加分点		减分点		得分
	第 1 组					
	第 2 组					
	第 3 组					
	第 4 组					
	第 5 组					
	第 6 组					
	第 7 组					
	第 8 组					
教师评价	第 1 组			第 5 组		
	第 2 组			第 6 组		
	第 3 组			第 7 组		
	第 4 组			第 8 组		

Tips

介绍礼仪

1．介绍时必须离开座位，站立进行。

2．先把身份低的介绍给身份高的。

3．如果是本单位与外单位的人会见，应该先把本单位的人介绍给外单位的人。

4．男士与女士见面时，应把男士介绍给女士。

5．年长者同年轻者会见时，应把年轻者介绍给年长者。

6．如果双方的年龄、地位差不多，可以先介绍与自己关系比较亲密的一方。

7．如果要把一个人介绍给众多人，首先应给大家介绍这个人，然后把众人一一介绍给他。

总之，首先介绍的往往是地位较低、年龄较小、与自己关系比较亲密的人。

Task 2 Telephoning in the Office



Learning Objectives

1. to answer telephone in the office
2. to note down telephone messages
3. to make business appointments



Lead In

Answer the following questions orally.

1. How do you greet a caller on the phone?

2. How do you take down a note quickly on the phone?



Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

<table>
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<tr><td>team member 8</td><td></td><td></td></tr>
<tr><td>information</td><td colspan="3">1. useful words and expressions
cellphone ['selfəʊn] n. 手机
postpone [pə'spəʊn] v. 推迟
cancel ['kænsl] v. 取消
advance [əd'vɑ:ns] v. 将……提前
appointment [ə'pɔɪntmənt] n. 约会
message ['mesɪdʒ] n. 留言
available [ə'veɪləbl] adj. 有空的
confirm [kən'fɜ:m] v. 确定
urgent ['ɜ:dʒənt] adj. 紧急的
convenient [kən'vi:niənt] adj. 方便的

2. model dialogue
A: Hello, TVB Company. Anything I can do for you?
B: Hello, May I speak to Mr. Smith, please?
A: I’m sorry he’s not available right now.
B: This is Jenny Chen from DDC Company. Can I leave a massage?
A: Sure, go ahead, please.
B: Please tell him I postpone the meeting to another day. Please tell him to call me back. My number is 13999299878.
A: OK. I’ll let him know.</td></tr>
</table>

information	**3**. **Leave a message** Operator: Good afternoon, ABC Incorporated. How may I direct your call? Bob: I would like to speak to Mr. Miles. Operator: I am sorry, sir. He isn't in right now. Would you like to leave a message? Bob: Yes. Can you tell him Bob White called? Operator: And your company name, please. Bob: He knows who I am. Operator: Is there a telephone number where you can be reached? Bob: I can be reached at 543-879-9067 until 5 p.m. today. Operator: Thank you, sir. I'll tell him you called. Bob: Thank you.



Evaluation

小组自评 第_____组		姓名	任务完成情况（听说读写，团队合作）	得分
	组长			
	组员			
	组员			
	组员			
	组员			
	组员			
	组员			
	组员			

小组互评		加分点	减分点	得分
	第 1 组			
	第 2 组			
	第 3 组			
	第 4 组			
	第 5 组			
	第 6 组			
	第 7 组			
	第 8 组			

教师评价	第 1 组		第 5 组	
	第 2 组		第 6 组	
	第 3 组		第 7 组	
	第 4 组		第 8 组	

Tips

语音识别

语音识别是一门交叉学科。近二十年来，语音识别技术取得了显著进步，开始从实验室走向市场。人们预计，未来十年内，语音识别技术将进入工业、家电、通信、汽车电子、医疗、家庭服务、消费电子产品等各个领域。语音识别听写机在一些领域的应用被美国新闻界评为 1997 年计算机发展十件大事之一。很多专家都认为语音识别技术是 2000 年至 2010 年间信息技术领域十大重要的科技发展技术之一。语音识别技术所涉及的领域包括信号处理、模式识别、概率论和信息论、发声机理和听觉机理、人工智能等。

Task 3 Receiving Visitors



Learning Objectives

1. to receive a visitor at the office
2. to arrange a meeting
3. to offer help to a visitor



Lead In

Put the following in English.

1．接待处　　2．名片

3．安排　　4．告辞

5．代为问候　　6．代替某人



Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

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<tr><td>team member 8</td><td></td><td></td></tr>
<tr><td>information</td><td colspan="3">1. useful words and expressions
assistance [ə'sɪstəns] n. 帮助
schedule ['ʃedju:l] n. 日程表
reception [rɪ'sepʃn] n. 接待
feel at home 感觉自在
contact with 与……联系
engaged [ɪn'geɪdʒd] adj. 忙碌的
restroom ['restru:m] n. 洗手间
arrange [ə'reɪndʒ] v. 安排
in one's place 代替某人

2. model dialogue
A: Good morning. Is this Zhao Haiyan's office?
B: Yes, that's right. Can I be of any assistance?
A: I'd like to see Miss Zhao, but I haven't got an appointment, I'm afraid.
B: Miss Zhao is engaged at the moment. May I have your name, sir?
A: I'm Mark Baker from BBC Company.
B: Ok, let me check her schedule. I can arrange you to meet her half an hour later. Would you like to take a seat while you're waiting?
A: Thanks a lot. Could you tell me where the restroom is?
B: It's at the corner on your left hand.</td></tr>
</table>

information

3. model schedule

Anne's Schedule			
date	**time**	**place**	**events**
Monday	8:30—12:00	classroom	to having lessons
	12:00—13:00	canteen	to having lunch
	13:00—14:00	dorm	to having a nap
	14:30—15:30	library	to reading
	16:00—17:30	playground	to playing basketball
	17:30—18:00	dorm	to taking showing
	18:00—19:00	canteen	to having supper
	19:30—21:00	classroom	to study
	21:00—21:30	playground	to singing and dancing
	22:00	dorm	to sleeping



Evaluation

		姓名	任务完成情况（听说读写，团队合作）	得分
小组自评 第_____组	组长			
	组员			
	组员			
	组员			
	组员			
	组员			
	组员			
	组员			

		加分点	减分点	得分
小组互评	第 1 组			
	第 2 组			
	第 3 组			
	第 4 组			
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	第 6 组			
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	第 8 组			

教师评价	第 1 组		第 5 组	
	第 2 组		第 6 组	
	第 3 组		第 7 组	
	第 4 组		第 8 组	



Tips

日程表模板

长期目标：　　本周目标：　　日期：

第　周计划		周一	周二	周三	周四	周五	周六	周日
早晨	06:00—06:20							
	06:20—07:15							
	07:15—07:30							
上午								
中午								
下午								
晚上	18:00—18:30							
	18:30—20:30							
	20:30—21:30							
目标计划完成情况	学习进展							
	工作进展							
	锻炼进展							
生活状态	心态情绪							
	身体状况							
	修养品行							
参省吾身								

Task 4 Cooperation

Learning Objectives

1. to divide the work
2. to communicate with colleagues
3. to cooperate with colleagues

Lead In

What do these pictures tell us?






Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

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general manager ['dʒenərəl]['mænidʒə] 总经理
reception [rɪ'sepʃn] n. 接待 divide [dɪ'vaɪd] v. 划分
confirm [kən'fɜ:m] v. 确认 prepare [prɪ'peə(r)] v. 准备
cooperation [kəʊˌɒpə'reɪʃn] n. 合作
in charge of 负责 pick up 接载

2. model dialogue
Anna: It is said that the general manager of BBC company will come to our company, what should we do?
Mark: How many people in our reception team?
Anna: There are 4 people: Emma, George, you and I.
Mark: Let's divide the reception work.
Anna: I'll make the phone call to confirm his schedule.
Emma: I can prepare the meeting room.
George: I'll be in charge of picking him up at the hotel.
Mark: I'll show him around our company. Thanks for your cooperation.</td></tr>
</table>

information

3. role play

Suppose a superstar you like will come to your school, what should you do to receive him/her? Finish the following form.

Cooperation Form		
name	**division of labor**	**preparation**
	confirming the time	telephone
	picking up	car
	taking photos	camera
	showing around	umbrella
	meeting	meeting room



Evaluation

		姓名	任务完成情况（听说读写，团队合作）	得分
小组自评 第_____组	组长			
	组员			
	组员			
	组员			
	组员			
	组员			
	组员			
	组员			

		加分点	减分点	得分
小组互评	第 1 组			
	第 2 组			
	第 3 组			
	第 4 组			
	第 5 组			
	第 6 组			
	第 7 组			
	第 8 组			

教师评价	第 1 组		第 5 组	
	第 2 组		第 6 组	
	第 3 组		第 7 组	
	第 4 组		第 8 组	

Tips

如何迎接客人

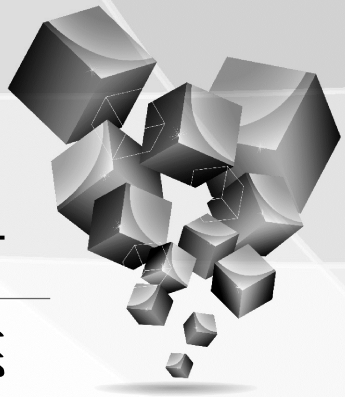
一是确定迎送规格。通常遵循身份相当的原则，即主要迎送人与主宾身份相当，当不可能完全对等时，可灵活变通，由职位相当的人或由副职出面。其他迎送人员不宜过多。

二是掌握到达和离开的时间。准确掌握来宾到达和离开的时间，及早通知全体迎送人员和有关单位。如有变化，应及时通知有关人员。迎接人员应提前到达迎接地点。送行人员则应在客人离开之前到达送行地点。

三是适时献上鲜花。迎接普通来宾，一般不需要献花。迎接十分重要的来宾，可以献花。所献的花要用鲜花，并保持花束整洁、鲜艳。忌用菊花、杜鹃花、石竹花、黄色花朵。可以只献给主宾，也可向所有来宾分别献花。

四是不同的客人按不同的方式迎接。对大批客人的迎接，可事先准备特定的标志，让客人从远处即可看清；对首次前来，又不认识的客人，应主动打听，并自我介绍；而对比较熟悉的客人，则不必介绍，仅向前握手，互致问候即可。

五是预留一定的时间。客人抵达住处后，不要马上安排活动，要给对方预留一定的时间，然后再安排活动。



项目二

接待流程训练

学习目标

1. 能用英语预订机票
2. 能用英语进行机场接机
3. 能用英语安排住宿
4. 能用英语进行商务宴请
5. 能用英语带领客户观光

任务背景

Lisa 是 P&G 广州分公司的办公室主任，近期她要全程负责接待美国 P&G Company 总部的销售经理 Mr. Bruce。

建议学时

20 学时

工作流程与活动

工作任务 1　用英语预订机票
工作任务 2　用英语进行机场接机
工作任务 3　用英语安排住宿
工作任务 4　用英语进行商务宴请
工作任务 5　用英语带领客户观光

Task 1 Booking a Flight Ticket

Learning Objectives

1. to confirm the visiting hour
2. to book a ticket for the client
3. to inform the client details about the ticket

Lead In

Answer the questions according to the pictures below: "What kind of cabins are they?"





Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

<table>
<tr><td rowspan="9">division of labor</td><td></td><td>name</td><td>assignments
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<tr><td>team member 8</td><td></td><td></td></tr>
<tr><td>information</td><td colspan="3">
1. useful words and expressions

available [ə'veɪləbl] adj. 有空的

confirm [kən'fɜ:m] v. 确认

convenient [kən'vi:nɪənt] adj. 方便的

departure [dɪ'pɑ:tʃə] n. 出发

reservation [ˌrezə'veɪʃn] n. 预订，预约

fare [feə] n. 费用

helpful ['helpfʊl] adj. 有帮助的

passenger ['pæsɪndʒə] n. 乘客

economy [ɪ'kɒnəmi] n. 经济

2. model dialogue

(R—Receptionist L—Miss Lisa B—Mr. Bruce)

R: Good morning. This is P&G Company. May I help you?

L: Hello, I'm Lisa from Guangzhou Branch of China P&G, I'd like to talk to Mr. Bruce, the sales manager.

R: Ok, hold on, please?

…

B: Hello, this is Dean Bruce.

L: Hello, Mr. Bruce. I'm Lisa from Guangzhou branch. I'd like to check your schedule. Is May 2nd convenient for you to go to Guangzhou?

B: Let me see. It's Ok. Please book a first class for me, and the afternoon would be better.
</td></tr>
</table>

information	L: I understand. I'll call you again after booking. Goodbye, Mr. Bruce. B: Bye. … S: Hello, this is China Southern Airlines. What can I do for you? L: Hello, I'd like to book a flight for a first class ticket from to Guangzhou on May 2nd afternoon. S: I'll check the reservations. Flight CN510 has seats available at 15: 45. Is it convenient for you? L: Yes, Could you book me one seat on that flight? S: Ok, And passenger's name, please? L: Dean Bruce. D-E-A-N, Dean. B-R-U-C-E, Bruce. S: And ID card number? L: 4402102196710250208. S: Ok. Please arrive at the airport two hours before departure to check in. Have a good flight. L: Thank you, bye. … L: Hello, Mr. Bruce. I've already booked a flight for a first class ticket to Guangzhou at 15:45 on May 2nd afternoon for you. You can arrive at the airport two hours before departure to check in. B: Thank you very much, you're very helpful, Lisa. L: You're welcome. See you soon. B: See you. **3. useful expressions on air ticket** 飞机票 passenger ticket 起飞城市 from　　前往城市 to 旅客姓名 name of passenger　　承运人 carrier 旅行经停地点 good for passage between 航班号 flight No.　　座舱等级 class 起飞日期 date　　起飞时间 time 机座号 seat No.　　订座情况 status 吸烟座位 smoking seat　　机票确认 ticket confirm 非吸烟席 non-smoking seat　　登机口 gate



Evaluation

小组自评 第_____组		姓名	任务完成情况（听说读写，团队合作）	得分
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	组员			
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教师评价	第 1 组		第 5 组	
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Tips

网上订票

互联网技术的飞速发展为民航带来了全新的售票方式。

1994 年 10 月，美国联合航空公司率先推出了网上售票系统，乘客只须在网上输入自己的信用卡号和有效期，就可以直接购买机票。出票方式有电子机票、机场取票、送票上门等。

网上订票给旅客带来了方便。购票者足不出户就可在计算机上查询航班动态、票价和机票的可售情况，并直接订购机票，免去了奔波之苦。网上订票还扩充了航空公司的销售网点。截至 1997 年 9 月底，世界上排名前 20 位的航空公司都有了自己的网上售票系统。

Task 2 At the Airport

Learning Objectives

1. to confirm the identity of the client
2. to offer help at the airport
3. to inform the arrangements

Lead In

Answer the question according to the picture: "which is the best way to pick somebody up?"





Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

<table>
<tr><td rowspan="9">division of labor</td><td></td><td>name</td><td>assignments
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<tr><td>information</td><td colspan="3">
1. useful words and expressions

branch [brɑ:ntʃ] n. 分部　　expect [ɪk'spekt] v. 期待

luggage ['lʌgɪdʒ] n. 行李　　parking lot 停车场

non-stop 直飞航线　　tiring ['taɪərɪŋ] adj. 累人的

indeed [ɪn'di:d] adv. 的确　　book [bʊk] v. 预订

contact ['kɒntækt] v. 与……联系

2. model dialogue

(L—Miss Lisa　B—Mr. Bruce)

L: Excuse me, but are you Mr. Bruce from America.

B: Yes, I am. And you?

L: I'm Lisa, the officer manager from Guangzhou Branch of China P&G. We have been expecting you.

B: Oh, nice to see you, Lisa.

L: Nice to see you, too. Welcome to Guangzhou, Mr. Bruce.

B: It's very kind of you to meet me at the airport.

L: You're welcome. Let me help you with your luggage.

B: Thank you.

L: This way, please. Let's go the parking lot.

(in the car)

L: Did you have a good flight, Mr. Bruce?

B: Not bad. The weather is good.

L: How long did the flight take?
</td></tr>
</table>

information	B: 13 hours non-stop. L: Wow, it must be a very tiring trip. B: Yes, indeed. (*at the hotel*) L: Here we are, Mr. Bruce. This is Garden Hotel. We've already booked a room for you. B: Thank you so much. L: You're welcome. We'll contact you tomorrow morning. See you then. B: See you! **3. useful expression at the airport.** 登机手续办理 check-in　　出站（出港、离开） departures 登机牌 boarding pass (card)　　机场候机楼 airport terminal 行李领取处 luggage/ baggage claim　　中转 transfers 登机口 departure gate　　航班号 FLT No. (flight number) 登机 boarding　　免税店 duty-free shop

Evaluation

小组自评 第_____组		姓名	任务完成情况（听说读写，团队合作）		得分
	组长				
	组员				
	组员				
	组员				
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	组员				
	组员				
	组员				
小组互评		加分点		减分点	得分
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	第 8 组				
教师评价	第 1 组		第 5 组		
	第 2 组		第 6 组		
	第 3 组		第 7 组		
	第 4 组		第 8 组		

Tips

接机礼仪

1．备有贵宾的照片。

2．依据贵宾搭乘的飞机班次，预先电询航空公司该班飞机是否准时或延迟，乘客名单中是否包括该位贵宾，他是否已坐上此班飞机等。

3．掌握前往机场的时间，务必要在飞机抵达前先到达机场。

4．在前往接机之前，接待人员应先行用海报纸明显写出贵宾姓名，在确定该班飞机抵达后，便可由接待人员拿着，以引起贵宾的注意。

5．西方人初次见面时的礼节习惯是拥抱、吻颊，应坦然接受，大方应对。而东方人，尤其是日本人一向多礼，在初次见面时，有时会致送一份见面礼，所以，最好预先准备手提袋，以免手足无措。佛教徒在任何场合遇到贵宾时，均以合掌、欠身、问讯为礼。如果对方已伸出手来，也不妨补以握手，以免使贵宾尴尬。

Task 3 At the Hotel

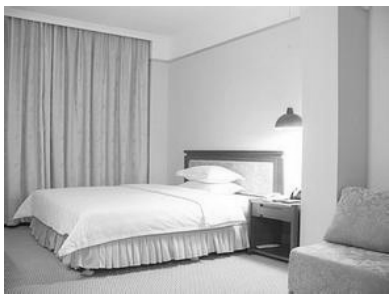
Learning Objectives

1. to book a room for the client
2. to help the client check in
3. to help the client check out

Lead In

Answer the question according to the pictures: "What kind of room are they?"





Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

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<tr><td>team member 8</td><td></td><td></td></tr>
<tr><td>information</td><td colspan="3">1. useful words and expressions
attendant [ə'tendənt] n. 服务员
colleague ['kɒli:g] n. 同事
deluxe [də'lʌks] adj. 豪华的
fill out 填写
registration [redʒɪ'streɪʃn] n. 登记注册
receptionist [rɪ'sepʃənɪst] n. 接待员
standard ['stændəd] adj. 标准的

2. model dialogue
(R—Receptionist L—Miss Lisa B—Mr. Bruce)
R: Hello! This is Garden Hotel. May I help you?
L: Hello, I'd like to book a room for my colleague. Are there any rooms available?
R: When does your colleague plan to stay here?
L: From 3rd to 8th of this month.
R: Yes, we have some rooms available. What kind of room would you like to book?
L: Well, I want to book a deluxe room.
R: It's 800 yuan per night.
L: Ok, I will take it.
R: May I have your name, please?
L: In fact, this room is to be booked in the name of Mr. Dean Bruce. D-E-A-N, B-R-U-C-E.
R: All right. So a deluxe room for Mr. Dean Bruce, from 3rd to 8th. Is that right?
L: Yes, it's right.</td></tr>
</table>

information

R: Everything's done. We're looking forward to seeing Mr. Bruce on the 3rd.
L: Thank you, goodbye.
R: Bye.
…
R: Welcome to Garden Hotel. What can I do for you, sir?
B: Hello, I'd like to check in.
R: Do you have a reservation?
B: Yes, my name is Dean Bruce.
R: Please wait a moment. Let me check for you. Oh, yes. It's a deluxe room for 5 nights. Could you fill out the registration card, please?
B: Sure, here you are.
R: Thanks. Your room is 2006 on the 20th floor. This is your room card. The attendant will show you to your room. Hope you enjoy your stay.
B: Thank you very much.
R: You're welcome.

3. **model form**

宾客入住登记表（Registration Form）

姓名（Name）	性别（Sex）	年龄（Age）	职业（Profession）	来访目的（Purpose of the Visit）	国籍（Nationality）
有效证件名称（Name of Valid Credentials）	证件号码（ID Number）			常住地址（Permanent Address）	联系电话（Phone Number）

入住日期（Check-in Date）	年（Year）	月（Month）	日（Day）	时间（Time）	退房日期（Check-out Date）	年（Year）	月（Month）	日（Day）	时间（Time）

同宿人（Company Person）	●退房时间为中午十二点，延时退房加收房费（Check out time is 12:00 a.m., late check-out will be charged more.） ●房贵须加收 15%服务费，包含任何其他适用的政府税费，前台或房间保险箱均可免费使用。（The rate is subject to 15% surcharge and any other applicable government tax, safe box provided at the Front Desk or in the guest room is available for use free of charge.） ●有无贵重物品保管：有□ 无□ （valuables: Yes□ No□） 宾客签名（guest's signature）： ❤



Evaluation

小组自评 第_____组		姓名	任务完成情况（听说读写，团队合作）	得分
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	组员			
	组员			
	组员			
	组员			
	组员			
	组员			
	组员			
小组互评		加分点	减分点	得分
	第 1 组			
	第 2 组			
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教师评价	第 1 组		第 5 组	
	第 2 组		第 6 组	
	第 3 组		第 7 组	
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Tips

酒店小常识

1．酒店房租以日计算，中午十二时至次日中午十二时为一天；如需提前入住或逾时退房，请与酒店前台联系。

2．客人在酒店前台 check in 时，需交纳一定数额的押金，押金除房费外，还需交纳 100～1000 元的押金，视各酒店的规定而定。

3．客人的现金、有价证券或贵重物品，请存放于前台收银处或客房的保险箱中。

4．房间冰箱内物品需付费，但是茶包及咖啡包是免费的，有些电视的特定台要付费。

5．电话费、洗衣、房间送餐、按摩等服务费自理。

Task 4 At a Restaurant

Learning Objectives

1. to make an invitation
2. to reserve a business dinner
3. to propose a toast during a dinner

Lead In

Answer the question according to the picture: "What are they called in English?"





Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

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<tr><td rowspan="9">division of labor</td><td></td><td>name</td><td>assignments
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<tr><td>information</td><td colspan="3">
1. useful words and expressions

sleep like a log 熟睡

chopsticks ['tʃɒpstɪks] n. 筷子

exactly [ɪg'zæktlɪ] adv. 确切地

feast [fi:st] n. 筵席

propose a toast 敬酒；举杯

convenient [kən'vi:niənt] adj. 方便的

standard ['stændəd] adj. 标准的

spareribs ['speərɪbz] n. 排骨

tasty ['teɪstɪ] adj. 美味的

2. model dialogue

（R—Receptionist L—Miss Lisa B—Mr. Bruce C—Mr. Chen）

R: Good morning, Guangzhou Restaurant. May I help you?

L: Yes, I’d like to book a table for tomorrow evening.

R: Ok. How many people are there in your party?

L: About five.

R: Well, a table for five. What time would you like to have your table?

L: Around 7:00 p.m.

R: May I have your name and phone number?

L: Lisa and the number is 15920134567.

R: Thank you, Miss Lisa. You’d like a table for 5 at 7:00 tomorrow evening. And your number is 15920134567. Is that right?

L: Yes, thank you.

R: We are looking forward to seeing you tomorrow. Good-bye.
</td></tr>
</table>

information

(*next day*)

L: Good morning, Mr. Bruce. Did you sleep well last night?

B: Morning, Lisa. In fact, I just slept like a log last night. Thank you for everything you have done for me, Lisa.

L: I'm glad to hear that. Well, our department manager Mr. Chen has prepared a dinner party for you at Guangzhou Restaurant this evening. Now, I'm here to invite you to attend the dinner party.

B: Oh, how nice. Thank you very much. I'm glad to come. When exactly?

L: At 7 o'clock tonight. Is it right for you?

B: Ok.

L: Then I will pick you up at 6: 30. Is it convenient?

B: Yes, thanks again. See you then.

L: See you.

…

C: Please help yourself, Mr. Bruce.

B: Don't worry about that. I won't miss a chance of trying such nice things.

C: Would you like to use chopsticks?

B: Of course. While in China, I'd better do as the Chinese do.

C: Please try this. It's called sweet and sour spareribs. It's tasty.

B: I heard a lot about Chinese food. I'd like to try them all!

C: How do you like the food?

B: It's out of this world. It's a feast.

C: Now let me propose a toast. To our friendship and success of our talks, gan bei?

B: Gan bei!

3. **Western food**

(1) appetizer 开胃菜

caviar(red / black) 鱼子酱　　goose liver paste 鹅肝酱

lox 熏鲑鱼　　baked snail 焗蜗牛

salad(fish / meat / egg)沙拉（鱼肉蛋类制作）

(2) soup 汤

ox-tail soup 牛尾清汤　　Italian vegetable soup 意式蔬菜汤

borsch soup 俄式罗宋汤　　American Clam Soup 美式蛤蜊汤

French onion gratin soup 法式焗洋葱汤

(3) main course 主菜

Sirloin steak 沙朗牛排（西冷牛排）

filet mignon / filet steak 菲力牛排

American T-bone steak 美式“T”骨牛排

thin beef steak 薄牛排

information	(4) dessert 甜品 pudding 布丁　　pancake roll 饼卷 ice cream 冰激凌　　cheese 奶酪 fruit 水果 (5) coffee or tea coffee：sugar / light cream 喝咖啡一般要加糖和淡奶油 tea：sugar 茶一般要加糖



Evaluation

小组自评 第_____组		姓名	任务完成情况（听说读写，团队合作）		得分
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	组员				
	组员				
	组员				
	组员				
	组员				
	组员				
	组员				
小组互评		加分点		减分点	得分
	第 1 组				
	第 2 组				
	第 3 组				
	第 4 组				
	第 5 组				
	第 6 组				
	第 7 组				
	第 8 组				
教师评价	第 1 组		第 5 组		
	第 2 组		第 6 组		
	第 3 组		第 7 组		
	第 4 组		第 8 组		

Tips

约请。商务宴请的第一步，当然是约请，即请谁参加宴会。所约请的人应该都是与商宴目的相关的人，并且还要考虑双方级别和人数的平衡。

商务宴请。通常以商业洽谈为目的，因此掌握好洽谈的时机很重要。一般来讲，最好不要在饭桌上谈，这样目的性太强。如果和客人比较熟，可以在送客时简单说一下；如果和客人不是很熟，就应该在宴会开始前单独向主宾说明自己的目的。这样可以让对方吃一顿踏实饭，否则对方搞不清状况，说不定会当成是一场鸿门宴。

Task 5 City Tour

Learning Objectives

1. to make an invitation to a tour
2. to introduce the city

Lead In

Answer the question according to the pictures: "what are the names of those places in Guangzhou?"





Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

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<tr><td rowspan="9">division of labor</td><td></td><td>name</td><td>assignments
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<tr><td>team member 8</td><td></td><td></td></tr>
<tr><td>information</td><td colspan="3">
1. useful words and expressions

attraction [ə'trækʃən] n. 吸引力

academy [ə'kædəmɪ] n. 研究院

botanical [bə'tænɪkl] adj. 植物学的

Canton ['kæntən] 广州（旧称）

decorate ['dekəreɪt] v. 装饰

gorgeously ['gɔrdʒəsli] adv. 华美地

in mind 记住，想到

normally ['nɔ:məlɪ] adv. 通常地

observation [ɒbzə'veɪʃən] n. 观察

pedestrian [pɪ'destrɪən] n. 步行街

recommend [rekə'mend] v. 推荐

tariff ['tærɪf] n. 收费表

2. model dialogue

（L—Miss Lisa　B—Mr. Bruce）

L: Mr. Bruce, this is the first time for you to be in Guangzhou. Before you leave here, we'd like to give you a tour of Guangzhou.

R: How nice you are. In fact, I was thinking of this for a long time.

L: Oh, really? So, do you have anything special in mind that you would like to see?

R: I want to know where people go shopping in Guangzhou.

L: Shangxiajiu Pedestrian Street attracts foreign shoppers. Local people normally go to TEEMALL for shopping.
</td></tr>
</table>

information

R: I see. I'm very interested in Chinese buildings. Can you recommend some for me?

L: The Chen Clan Academy is most gorgeously decorated traditional building in Guangdong Province. If you want to see some modern buildings, we can take an evening boat on the Pearl River tonight.

R: That sounds great.

L: And this is Canton Tower, it's an observation tower. As the tallest TV tower in China, we can early get a clear view of the whole city from it.

B: That's awesome!

L: So what time shall we start out?

B: What about 9:00 tomorrow morning?

L: Ok, I will pick you up at the hotel.

B: See you tomorrow!

3. Travelling schedule

TRAVELLING SCHEDULE

DATE	HOTEL	ACTIVITIES
Day 1	Ambassader Hotel HAWAII	Shanghai to Tokyo NH920 1310/1700 Tokyo to HAWAII UA832 1900/0752 Fly from Shanghai to Tokyo, and transfer from Tokyo to HAWAII. After arrival, visit Pearl Harbor, Arizona Battleship, State legislative building, Executive Mansion(Little White Mansion), the King Kamehameha Statue, etc.
Day 2～6	Ambassader Hotel HAWAII	HAWAII Visit Hanauma Bay, Blow Hole, Pali Lookout, Top-Grade Residential area in Diamond Mountain; Enjoy the sea, sunshine and beach in Waikiki Beach.
Day 7～10	Cryseal Park Hotel	Las Angels Visit Hollywood Universal Studio, Hollywood Walk of Fame, Chinese Mann's theatre, etc.
Day 11～12	Cryseal Park Hotel	Las Angels Meet friends in LAX, the address is 449 W Duarte Rd., Unit 7#, Arcadia CA 91007
Day 13		Back to Shanghai



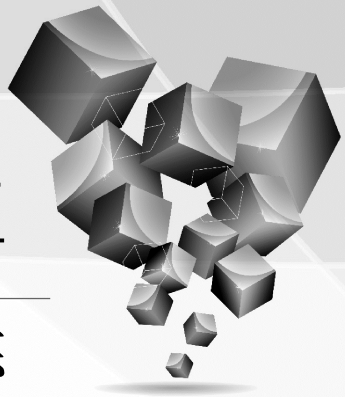
Evaluation

小组自评 第_____组		姓名	任务完成情况（听说读写，团队合作）	得分
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Tips

广州，广东省省会，简称穗，标志为“五羊”。它地处广东省南部，珠江三角洲的北缘，濒临南中国海，珠江入海口，毗邻港澳，是海上丝绸之路的起点。广州是中国的特大型城市、中国五大国家中心城市之一，是中国南方最大、历史最悠久的对外通商口岸，世界著名的港口城市之一。广州作为对外贸易的窗口，外籍人士众多，近年来，来自非洲和中东的外籍人士急剧增加，它也因此被称为“第三世界首都”。同时，广州还是全国著名的华侨之乡，是全国华侨最多的城市。



项目三

商务接待训练

学习目标

1. 能用英语介绍公司
2. 能用英语介绍产品
3. 能用英语谈价
4. 能用英语达成合同协议
5. 能用英语告别

任务背景

Candy 是苹果公司的公关经理，近期她要负责接待某公司的销售经理 Tony。

建议学时

20 学时

工作流程与活动

工作任务 1　用英语介绍公司
工作任务 2　用英语介绍产品
工作任务 3　用英语谈价
工作任务 4　用英语达成合同协议
工作任务 5　用英语告别

Task 1 Company Introduction



Learning Objectives

1. to introduce a company's history and business.
2. to introduce a company's structure
3. to design a company's logo



Lead In

Say the following in English.

1. 私营公司　　2. 总公司

3. 分公司　　4. 股份公司

5. 上市公司　　6. 合资企业



Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

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<tr><td>information</td><td colspan="3">1. useful words and expressions
public relations manager ['pʌblɪk] [rɪ'leʃənz] 公关经理
marketing manager ['mɑ:kɪtɪŋ] 销售经理
particular [pə'tɪkjələ(r)] adj. 特别的
disposal [dɪ'spəʊz(ə)l] n. 处置
production line [prə'dʌkʃn] 生产线
showroom ['ʃəʊru:m] n. 产品陈列室
compare [kəm'peə] v. 比较
user-friendly 客户友好的
at home and abroad [ə'brɔ:d] 国内外
automatic [ɔ:tə'mætɪk] adj. 自动的
quality control ['kwɒləti] [kən'trəʊl] 质量监控
computerized [kəm'pjʊtəˌraɪzd] adj. 计算机化的
strict inspection [strɪkt] [ɪn'spekʃn] 严格考察

2. model dialogue
(C—public relations manager, Cindy T—marketing manager, Tony)
C: Welcome to our company. I'm the public relations manager of Apple Inc., Cindy.</td></tr>
</table>

information	T: I'm the marketing manager of HTC. My name is Tony. C: Glad to meet you. T: Glad to meet you. C: Do you want to know anything in particular? T: Nothing in particular. I'm at your disposal. C: We can start with the production line. Then have a look at our showroom. If you have any question, stop me please. T: OK. In what way is your product better than others? C: Compared with other products in the market, ours has a better look. Our product is user-friendly. It is popular both at home and abroad. T: Is it fully automatics? C: Yes. Almost every process is computerized. All products have to pass strict inspection before they go out. T: I'm really impressed by your quality control. C: Now let's go to the showroom. (*After the tour.*) T: What do you think of our company? C: Quite impressive. Thank you for showing me around. T: It is a pleasure to show you around. **3. model company logo** 

Evaluation

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Tips

苹果公司

苹果公司（Apple Inc.）是美国一家高科技公司。由史蒂夫·乔布斯、斯蒂夫·沃兹尼亚克和罗·韦恩等人于 1976 年 4 月 1 日创立，并命名为美国苹果电脑公司（Apple Computer Inc.），2007 年 1 月 9 日更名为苹果公司，总部位于加利福尼亚州的库比蒂诺。苹果公司在高科技企业中以创新而闻名，知名的产品有 Apple II、Macintosh 电脑、Macbook 笔记本电脑、iPod 音乐播放器、iTunes 商店、iMac 一体机、iPhone 手机和 iPad 平板电脑等。

苹果公司 1980 年 12 月 12 日公开招股上市，2012 年创下 6235 亿美元的市值记录，截至 2014 年 6 月，苹果公司已经连续三年成为全球市值最大的公司。苹果公司在 2016 年世界 500 强排行榜中排名第九名。2017 年《财富》美国 500 强排行榜发布，苹果公司排名第三；2018 年《财富》美国 500 强排行榜发布，苹果公司位列第四。

Task 2 Product Introduction

Learning Objectives

1. to inquire about product information
2. to describe feature about products

Lead In

Answer the question according to the pictures: "What are the brands of those cellphones?"



Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

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<tr><td>information</td><td colspan="3">
1. useful words and expression

opportunity [ɒpə'tju:nɪtɪ] n. 机会　　adjustable [ə'dʒʌstəbl] adj. 可调节的

overseas market 海外市场　　function ['fʌŋkʃn] n. 功能

touch screen [skri:n] 触感屏幕　　touchpad [tʌtʃpæd] n. 触摸板

ensure [ɪn'ʃʊə(r)] v. 保证　　connection [kə'nekʃn] n. 连接

Bluetooth ['blu:tu:θ] 蓝牙　　stable ['steɪbl] adj. 稳定的

feature ['fi:tʃə(r)] n. 特色　　amazing [ə'meɪzɪŋ] adj. 令人惊讶的

metal exterior ['metl][ɪk'stɪərɪə(r)] 金属外壳

elegant ['elɪg(ə)nt] adj. 优雅的　　durable ['djʊərəb(ə)l] adj. 耐用的

adjustable [ə'dʒʌstəbl] adj. 可调节的　　memory ['meməri] n. 记忆力

flash [flæʃ] n. 闪光　　catalogue ['kætəlɔg] n. 目录

recommend [rekə'mend] v. 推荐

2. model dialogue

(L—Miss Lewis　T—Tony)

L: Good morning. Welcome to our company.

T: Good morning. I'm the marketing manager of HTC. Here is my card.

L: Glad to meet you. And I'm glad to have the opportunity to recommend to you our products. Our products are widely sold in overseas markets.
</td></tr>
</table>

information	T: Could you tell me about the functions of the iPhone 5S? L: Sure. It has touch screen technology, and the touchpad control ensures super-fast Internet connection. And the Bluetooth radio is stable and easy to use. T: Great. Any other features? L: The amazing 8MP camera allows you to take terrific pictures. The metal exterior is elegant and durable. Besides, the screen is completely adjustable. T: How about its memory? L: It comes with 16G flash memory, with ability to expand. T: I see. How many colors? L: It comes in 3colors—golden, silver and grey. T: And how much is it? L: It's about 4600 yuan. T: That's not bad. May I take back catalogues and pricelist with me? I'll go into them and should like to have another talk with you. L: That's right. Please call again any time you like. It's a pleasure to be of any help to you. T: That's really kind of you. **3. Introduction of iPhone X**  Our vision has always been to create an iPhone that is entirely screen. One so immersive the device itself disappears into the experience. And so intelligent it can respond to a tap, your voice, and even a glance. With iPhone X, that vision is now a reality. Say hello to the future.



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Tips

iPhone

iPhone 是美国苹果公司研发的智能手机系列，搭载苹果公司研发的 iOS 操作系统。

第一代 iPhone 于 2007 年 1 月 9 日由苹果公司前首席执行官史蒂夫·乔布斯发布，并在 2007 年 6 月 29 日正式发售。

第九代 iPhone 6s 及 iPhone 6s Plus 于北京时间 2015 年 9 月 10 日正式发布，2015 年 9 月 12 日 15 时开始接受预约，并于 2015 年 9 月 25 日正式开售，中国是首发国家之一。

第十代的 iPhone 7 及 iPhone 7 Plus 于北京时间 2016 年 9 月 8 日发布，起售价格为 5388 元。2017 年 3 月 21 日，苹果公司推出了一款拥有动人红色外观的特别版 iPhone 7 和 iPhone 7 Plus，起售价格为 6188 元。

第十一代的 iPhone 8、iPhone 8 Plus 及 iPhone X 于北京时间 2017 年 9 月 13 日发布，4.7 英寸的 iPhone 8 起售价为 5888 元，5.5 英寸的 iPhone 8 Plus 起售价为 6688 元，9 月 22 日正式开售。5.8 英寸的 iPhone X 于 10 月 27 日预约，11 月 3 日开售，64G 版本售价 8388 元，顶配的 256GB 版本售价 9688 元。

Task 3 Bargain

Learning Objectives

1. to inquire the prices of the products
2. to bargain on the products
3. to make simple quote sheet

Lead In

Answer the question according to the pictures: "What do you think of the prices?"



￥8500



￥7000



￥5600



￥7800

Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

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<tr><td>information</td><td colspan="3">1. useful words and expressions
product ['prɒdʌkt] n. 产品
digital camera ['dɪdʒɪt(ə)l] ['kæm(ə)rə] 数码相机
model ['mɒdl] n. 型号
discount ['dɪskaʊnt] n. 折扣
reasonable ['ri:z(ə)nəb(ə)l] adj. 合理的
competitive [kəm'petɪtɪv] adj. 竞争力的
acceptable [ək'septəb(ə)l] adj. 可接受的
fixed [fɪkst] adj. 固定的
special offer 优惠价
bottom / sale / cost price ['bɒtəm] 最低价/特价/成本价

2. model dialogue
S: Good evening, Sir. What can I do for you?
L: Good evening. I'm interested in one kind of digital camera.
S: What's the model?
L: BenQ GH680F. And I'd like to order 100. How much shall I pay for each one?
S: 400 dollars for each.
L: Is that your final price? I still think it is too expensive.
S: Our price is very reasonable and competitive.
L: Would you give me a 15% discount?
S: In fact, our prices are fixed, but 5% is the bottom price.
L: That's OK! Thank you!</td></tr>
</table>

information	**3. model quote sheet** 产品名称 (product) / 型号及规格 (modal) / 数量 (quantity) / 单价 (price) / 总额 (total) 合计(total)

Evaluation

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Tips

商务谈判注意事项

商务谈判主要包括报价、查询、磋商、解决矛盾。

报价——要明确无误，恪守信用，不欺蒙对方。在谈判中报价不得变换不定，对方一旦接受价格，即不再更改。

查询——事先要准备好有关问题，选择气氛和谐时提出，态度要开诚布公。切忌气氛比较冷淡或紧张时查询，言辞不可过激或追问不休，以免引起对方反感甚至恼怒。但对原则性问题应当力争不让。对方回答查问时不宜随意打断，答完时要向解答者表示谢意。

磋商——讨价还价事关双方利益，容易因情急而失礼，因此更要注意保持风度，应心平气和，求大同，容许存小异。发言措辞应文明礼貌。

解决矛盾——要就事论事，保持耐心、冷静，不可因发生矛盾就怒气冲冲，甚至进行人身攻击或侮辱对方。

Task 4 Making a Deal



Learning Objectives

1. to come to an agreement
2. to know the procedures of sign a contract
3. to make simple contract



Lead In

Answer the following questions orally.

1. What should you do to prepare a meeting?

2. How do you persuade your client to sign a contract?



Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

<table>
<tr><td rowspan="9">division of labor</td><td></td><td>name</td><td>assignments
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<tr><td>team member 8</td><td></td><td></td></tr>
<tr><td>information</td><td colspan="3">1. useful words and expressions
deal [di:l] n.（一笔）交易
contract ['kɒntrækt] n. 合同；婚约
warranty ['wɒr(ə)ntɪ] n. 保证；担保；授权；（正当）理由
replacement [rɪ'pleɪsm(ə)nt] n. 更换；复位；代替者；补充兵员
maintenance ['meɪnt(ə)nəns] n. 维护，维修；保持；生活费用
packing ['pækɪŋ] n. 包装；填充物
delivery [dɪ'lɪv(ə)rɪ] n. [贸易]交付；分娩；递送
sign [saɪn] v. 签署；签名
credit card 信用卡
2. model dialogue
S: It's really well worth the money.
L: All right. Let's call it a deal.
(Sam is writing the contract.)
S: Here is our contract. Please have a look?
(Lorna is reading the contract carefully.)
L: I have made a very close study of the contract.
S: Any questions?
L: Yes, there are two points which I'd like to bring up. The first is the warranty. How long is the warranty on it?</td></tr>
</table>

information	S: One year. During the warranty, you can enjoy free replacement of the first month and free maintenance of the year. L: The second is if you have packing and delivery service? S: Yes, we do. You'll find packing on the second floor. Is there any other question? L: No, nothing more. It's time for us to sign the contract. S: I've been looking forward to this moment. (*Lorna is signing the contract.*) L: Done. Congratulations! By the way, can I pay by credit card? S: Sure. **3. useful expressions about a contract** 合　同 CONTRACT 日期/合同号码(Date / Contract No.)： 买方(The Buyers)： 地址(Address)：　　电话(TEL)： 邮箱(E-mail)： 卖方（The Sellers)： 商品名称、规格、质量(Name of Commodity、specifications quality of commodity)： 数量(Quantity)：　　单价(Unit price)： 总值(Total Value / Total Amount)： 包装(Packing)： 生产国家(Country of Origin)： 支付条款(Terms of Payment：L/C、D/P、D/A、COD)： 装运期限(Time of Shipment)： 起运港(Port of Lading)： 目的港(Port of Destination)：

Evaluation

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	组员			
	组员			
	组员			
	组员			
	组员			
	组员			

小组互评		加分点	减分点	得分
	第 1 组			
	第 2 组			
	第 3 组			
	第 4 组			
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	第 6 组			
	第 7 组			
	第 8 组			

教师评价	第 1 组		第 5 组	
	第 2 组		第 6 组	
	第 3 组		第 7 组	
	第 4 组		第 8 组	

Tips

合同订立的一般程序

合同订立的过程分为要约和承诺两阶段。

1. 要约

要约也称订约提议，是当事人一方向他方提出订立合同的建议。要约中要有与对方订立合同的意愿和合同应有的主要条款、要求对方做出答复的期限等内容。在要约约定的对方答复期限内，要约人受其要约的约束。

2. 承诺

承诺也称接受订约提议，是当事人一方完全同意要约方提出要约的主要内容和条件的答复。要约人收到承诺时，双方就要订立合同；如收到承诺时已具备符合法律规定的合同形式，合同就成立了。

Task 5 Farewell



Learning Objectives

1. to help the client check in at the airport
2. to say good bye politely



Lead In

Answer the following questions orally.

1. How do you say goodbye to your client?

2. How do you express your gratitude?



Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

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<tr><td>information</td><td colspan="3">1. useful words and expressions
impression [ɪm'preʃ(ə)n] n. 印象；效果，影响
cooperation [kəʊˌɒpə'reɪʃ(ə)n] n. 合作，协作
successful [sək'sesfʊl; -f(ə)l] adj. 成功的；一帆风顺的
journey ['dʒɜ:nɪ] n. 旅行；行程

2. model dialogue
L: Now, it’s 5:00 p.m. I have to say goodbye. But before I go, I’d like to say it has been a very pleasant and worthy trip for me. Your company has left me a very good impression. I think our cooperation will be a very successful one.
S: Thank you very much! It’s very kind of you to say so. I’m really happy for having worked with you. And you’re playing a very important part in the cooperation.
L: I’ll come back again to cooperate with your company.
S: I really hope to see you again someday.
L: Sure. Goodbye.
S: Thank you again and have a nice journey. Bye-bye!

3. Farewell expressions
（1）I think it’s time for us to leave now.　我想我们该走了。
（2）Well, I really have to be going now.　嗯，我真的要走了。
（3）I’m afraid I must say goodbye now.　恐怕我得告辞了。</td></tr>
</table>

information	（4）I guess I should get going.　我想我该走了。 （5）Sorry, I've got to go.　对不起，我得走了。 （6）Let's keep in touch.　让我们保持联系。 （7）Have a nice day!　祝你今天愉快！ （8）Have a nice trip!　旅途愉快！ （9）Have a good flight!　一路顺风！ （10）Have fun!　玩得愉快！



Evaluation

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	组员					
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Tips

你知道告别有几种说法?

分手辞行曰“告别”;
握手告辞曰“握别”;
拱手辞别曰“揖别”;
挥手告辞曰“挥别”;
亲吻离去曰“吻别”;
叩拜辞行曰“拜别”;
设宴送行曰“饯别”;
致谢告辞曰“谢别”;
临别赠礼曰“赠别”;
前往送行曰“送别”;
离别留言曰“留别”;
丢开离去曰“抛别”;
不愿分别曰“惜别”;
长久分别曰“阔别”。



项目四

校园接待训练

学习目标

1. 能用英语介绍学校
2. 能用英语进行会议座谈
3. 能用英语接受外宾访谈

任务背景

假设你是学校的办公室主任，你要接待来自加拿大 ABC 大学的一行人，请用英语介绍学校，能用英语进行会议座谈等。

建议学时

12 学时

工作流程与活动

工作任务 1　用英语介绍学校
工作任务 2　用英语进行会议座谈
工作任务 3　能用英语接受外宾访谈

Task 1 College Introduction



Learning Objectives

1. to give a brief introduction of the college
2. to show guests around the campus
3. to design a visiting map



Lead In

Give English names of these places.

1．行政楼　　2．操场

3．宿舍　　4．食堂

5．教学大楼　　6．训练中心



Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

<table>
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<tr><td>team member 8</td><td></td><td></td></tr>
<tr><td>information</td><td colspan="3">1. useful words and expressions
found [faʊnd] v. 创办，成立　　staff [stɑ:f] n. 全体职员
turning ['tɜ:nɪŋ] n. 转向；转弯处　　canteen [kæn'ti:n] n. 小卖部；食堂
campus ['kæmpəs] n. 校园
crossing ['krɒsɪŋ] n. 人行横道，十字路口
Training Base of the Worldskills Competition Plastic Die Engineering 世界技能大赛塑料模具工程项目集训基地

2. model dialogue
Li Yue: Welcome to our college. Is this your first visit to our college?
Steven: Yes, could you give me an introduction of your college?
Li Yue: My pleasure. Our college was founded in 1978, and there are about 10000 students and 430 teaching staff.
Steven: Where’s the Training Base of the Worldskills Competition for Plastic Die Engineering?
Li Yue: Walk down this road and turn right at the first turning, then turn left. It’s on your right hand.
Steven: Could you show me the way to the canteen?
Li Yue: Sure. Go straight along this road and turn left at the first crossing. It’s the red building on your right.
Steven: Thanks for showing me around your campus.
Li Yue: You are welcome.</td></tr>
</table>

	3. visiting map: describe the map in English 

Evaluation

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Tips

清华大学（Tsinghua University）简介

学校诞生于 1911 年，依托美国退还的部分“庚子赔款”建立，因北京西北郊的清华园而得名，初称“清华学堂”，是清政府设立的留美预备学校，翌年更名为“清华学校”；为尝试人才的本地培养，1925 年设立大学部，1928 年更名为“国立清华大学”；1937 年学校南迁长沙，与北大、南开联合组建“国立长沙临时大学”；1938 年迁至昆明，改名为“国立西南联合大学”；1946 年迁回清华园，1952 年成为一所多科性工业大学；改革开放以来，学校先后恢复或新建了理科、经济、管理和文科类学科，并成立了研究生院和继续教育学院。

清华大学是中国乃至亚洲最著名的高等学府之一，在长达百年的办学历史中，2 位共和国主席、7 位中央政治局常委、14 名两弹一星获得者、600 余名院士从这里走出，王国维、梁启超、陈寅恪、赵元任等一大批学术巨匠曾在此执教，恰如清华园工字殿内对联所书——“槛外山光，历春夏秋冬、万千变幻，都非凡境；窗中云影，任东西南北、去来澹荡，洵是仙居”。

Task 2 Meeting and Discussion



Learning Objectives

1. to introduce the agenda of the meeting
2. to introduce the participants of the meeting
3. to design a meeting agenda



Lead In

Answer the questions orally

1. Have you taken charge of a meeting?

2. Do you know how to prepare a meeting?



Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

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<tr><td>information</td><td colspan="3">1. useful words and expressions
name tag 名牌，名签
colleague ['kɒli:g] n. 同事
vice-president [vaɪs'prezɪdənt] n. 副总裁，副校长
director [də'rektə(r)] n. 主管，主任
information department [ˌɪnfə'meɪʃn] [dɪ'pɑ:tmənt] 信息系
cooperation [kəʊˌɒpə'reɪʃn] n. 合作
base [beɪs] n. 基地
E.C.(Electronic Commerce[ɪˌlek'trɒnɪk] ['kɒmɜ:s])电子商务
presentation [ˌprezn'teɪʃn] n. 演出；陈述
major ['meɪdʒə(r)] v. 主修
convenient [kən'vi:niənt] adj. 方便的
expect [ɪk'spekt] v. 期望

2. model dialogue
Wang Hui: Welcome to our college. Please take a seat. We've prepared the name tag on your seat.
Steven: Thanks. May I introduce my colleagues to you? This is Susan, our vice-president. That is Mark, director of the information department in our college.</td></tr>
</table>

Li Yue: Nice to meet you. We'll discuss the cooperation on E.C. teaching.

Mark: Sure. I'd like to show you a presentation about the E.C. teaching plan of our college.

(*10 minutes later*)

Li Yue: Shall we talk more about the building of the Electronic Commerce Training Base?

Mark: Certainly. Where are you going to build the base?

Li Yue: On the fifth floor in Building 9. Actually, all of the students majored in E.C. have lessons there.

Mark: That's convenient. We expect that the base will be put into use next year.

Li Yue: We share the same hope. Let's look forward to it.

3. model meeting agenda

Meeting Agenda

Time: _____a.m., January_____, 2018

Place: _____

Presider: _____

Issue: _____

time	agenda
09:00—09:10	The meeting will begin with a welcome speech by _____ and then the participants of _____will be introduced.
09:10—09:30	The representative of the _____ makes a speech, and then introduces the visitors.
09:30—10:00	Play the introduction video of _____.
10:00—10:20	Take a break.
10:20—11:00	_____ give a speech of _____.
11:00—11:20	Views exchange.



Evaluation

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Tips

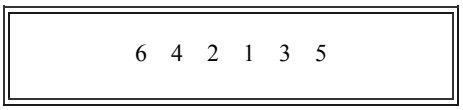
常用座次安排图

一、主席台座次安排

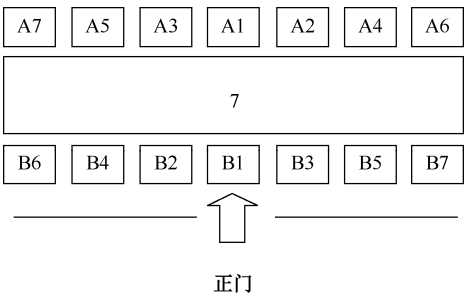
1．主席台人数为奇数时



2．主席台人数为偶数时



二、会议座位安排



注：A 为上级领导或外宾席，B 为主方席。

Task 3 Communicating with Foreigners

Learning Objectives

1. to talk about college life
2. to talk about your dreams

Lead In

What's your dream?





Assign Task

procedures	1. collect useful words 2. make your own dialogues 3. work in group and prepare for the presentation 4. divide assignments 5. prepare props 6. practice the presentation

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<tr><td>information</td><td colspan="3">1. useful words and expressions
specialize ['speʃəlaɪz] v. 专攻 pre-education 学前教育
badminton ['bædmɪntən] n. 羽毛球 install [ɪn'stɔ:l] v. 安装
fashion designer[dɪ'zaɪnə(r)] 服装设计师

2. model dialogue
(A visitor from Canada is talking to the students at campus.)
Visitor: What's your major?
Student A: My major is E.C., and she specializes in pre-education.
Visitor: What do you do after class?
Student B: I enjoy playing badminton, and she usually reads books in the library.
Visitor: What's your dreams?
Student A: My dream is to be a fashion designer.
Student B: I want to be a boss.
Visitor: What part is the best in school life?
Student B: We can make a lot of friends here and take part in different clubs.
Student C: We can learn a lot of skills, such as repairing cars, installing computers, singing and dancing, etc.
Visitor: It's nice to talk with you, and have a good day.
Student A/B/C: Have a good day.</td></tr>
</table>

information	**3**. **dream list** a. to buy a big house b. to travel around the world c. to read 100 books d. e. f. g.



Evaluation

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小组互评		加分点	减分点	得分
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Tips

世界四大名贵汽车

第一名　西尔贝

西尔贝最低售价 5000 万，西尔贝公司成立于 1999 年，由美国汽车爱好者 Jerod Shelby 成立。公司只打造最尖端豪车。

第二名　柯尼塞格

柯尼塞格最低售价 2600 万，是一家来自瑞典的超跑制造商制造的。公司在 1994 年成立，致力于生产出世界级的跑车。柯尼塞格为刀锋的意思，车标采用瑞典皇家空军图标，主图为幽灵标志，所以很多人也称它为幽灵跑车。

第三名　布加迪

布加迪最低售价 2500 万，布加迪是意大利最具有特色的跑车之一，布加迪以生产世界上最好最快的跑车闻名，相信喜欢车的人都知道它。

第四名　帕加尼

帕加尼最低售价 1200 万，该车与大名鼎鼎的法拉利一样诞生于意大利的一个小镇。帕加尼生产的超跑以极致的性能，大量采用纯手工打造的精湛技艺，昂贵的售价及订单生产的稀有量而闻名。



Appendix I

Glossary

A

academy [ə'kædəmɪ] *n*. 研究院
acceptable [ək'septəb(ə)l] *adj*. 可接受的
adjustable [ə'dʒʌstəbl] *adj*. 可调节的
advance [əd'vɑ:ns] *v*. 将……提前
amazing [ə'meɪzɪŋ] *adj*. 令人惊讶的
appointment [ə'pɔɪntmənt] *n*. 约会
arrange [ə'reɪndʒ] *v*. 安排
assistance [ə'sɪstəns] *n*. 帮助
at home and abroad [ə'brɔ:d] 国内外
attraction [ə'trækʃən] *n*. 吸引力
attendant [ə'tendənt] *n*. 服务
automatic [ɔ:tə'mætɪk] *adj*. 自动的
available [ə'veɪləbl] *adj*. 有空的

B

Bluetooth ['blu:tu:θ] 蓝牙
bodyguard ['bɒdɪgɑ:d] *n*. 保镖
book [bʊk] *v*. 预订
botanical [bə'tænɪkl] *adj*. 植物学的
bottom / sale / cost price ['bɒtəm] 最低价/特价/成本价
branch [brɑ:ntʃ] *n*. 分部

C

campus ['kæmpəs] *n*. 校园
cancel ['kænsl] *v*. 取消
canteen [kæn'ti:n] *n*. 小卖部；食堂

Canton ['kæntən] 广州（旧称）
catalogue ['kætəlɔg] *n*. 目录
cellphone ['selfəʊn] *n*. 手机
CEO（chief executive officer）[tʃi:f] [ɪg'zekjʊtɪv] ['ɒfɪsə] *n*. 首席执行官
chairman ['tʃeəmən] *n*. 董事长
chopsticks ['tʃɒpstɪks] *n*. 筷子
colleague ['kɒli:g] *n*. 同事
compare [kəm'peə] *v*. 比较
competitive [kəm'petɪtɪv] *adj*. 竞争力的
computerized [kəm'pjʊtəˌraɪzd] *adj*. 计算机化的
confirm [kən'fɜ:m] *v*. 确认
confirm [kən'fɜ:m] *v*. 确定
connection [kə'nekʃn] *n*. 连接
contact ['kɒntækt] *v*. 与……联系
contact with 与……联系
contract ['kɒntrækt] *n*. 合同；婚约
convenient [kən'vi:niənt] *adj*. 方便的
cooperation [kəʊˌɒpə'reɪʃ(ə)n] *n*. 合作，协作
credit card 信用卡
crossing ['krɒsɪŋ] *n*. 人行横道，十字路口

D

deal [di:l] *n*.（一笔）交易
decorate ['dekəreɪt] *v*. 装饰
delivery [dɪ'lɪv(ə)rɪ] *n*. [贸易] 交付；分娩；递送
deluxe [də'lʌks] *adj*. 豪华的
departure [dɪ'pɑ:tʃə] *n*. 出发
digital camera ['dɪdʒɪt(ə)l] ['kæm(ə)rə] 数码相机
director [dɪ'rektə] *n*. 主任
discount ['dɪskaʊnt] *n*. 折扣
disposal [dɪ'spəʊz(ə)l] *n*. 处置
divide [dɪ'vaɪd] *v*. 划分
doctor ['dɒktə] *n*. 医生
durable ['djʊərəb(ə)l] *adj*. 耐用的

E

economy [ɪ'kɒnəmi] *n*. 经济
elegant ['elɪg(ə)nt] *adj*. 优雅的
engaged [ɪn'geɪdʒd] *adj*. 忙碌的

engineer [endʒɪ'nɪə] *n*. 工程师
ensure [ɪn'ʃʊə(r)] *v*. 保证
exactly [ɪg'zæktlɪ] *adv*. 确切地
expect [ɪk'spekt] *v*. 期待

F

fare [feə] *n*. 费用
feast [fi:st] *n*. 筵席
feature ['fi:tʃə(r)] *n*. 特色
feel at home 感觉自在
fill out 填写
finance director [faɪ'næns] *n*. 财务处长
fixed [fɪkst] *adj*. 固定的
flash [flæʃ] *n*. 闪光
found [faʊnd] *v*. 创办，成立
function ['fʌŋkʃn] *n*. 功能

G

general manager ['dʒenərəl 'mænidʒə] 总经理
gorgeously ['gɔrdʒəsli] *adv*. 华美地

H

helpful ['helpfʊl] *adj*. 有帮助的

I

impression [ɪm'preʃ(ə)n] *n*. 印象；效果，影响
in charge of 负责
in mind 记住，想到
in one's place 代替某人
indeed [ɪn'di:d] *adv*.的确

J

journey ['dʒɜ:nɪ] *n*. 旅行

L

luggage ['lʌgɪdʒ] *n*. 行李

M

maintenance ['meɪnt(ə)nəns] *n.* 维护，维修；保持；生活费用
manager ['mænɪdʒə] *n.* 经理
marketing manager ['mɑ:kɪtɪŋ] 销售经理
memory ['meməri] *n.* 记忆力
message ['mesɪdʒ] *n.* 留言
metal exterior ['metl][ɪk'stɪəriə(r)]金属外壳
model ['mɒdl] *n.* 型号

N

non-stop 直飞航线
normally ['nɔ:məlɪ] *adv.* 通常地
nurse [nɜ:s] *n.* 护士

O

observation [ɒbzə'veɪʃən] *n.* 观察
opportunity [ɒpə'tju:nɪtɪ] *n.* 机会
overseas market 海外市场

P

packing ['pækɪŋ] *n.* 包装；填充物
parking lot 停车场
particular [pə'tɪkjələ(r)] *adj.* 特别的
passenger ['pæsɪndʒə] *n.* 乘客
pedestrian [pɪ'destrɪən] *n.* 步行街
pick up 接载
police [pə'li:s] *n.* 警察
postpone [pə'spəʊn] *v.* 推迟
prepare [prɪ'peə(r)] *v.* 准备
president ['prezɪd(ə)nt] *n.* 总裁
product ['prɒdʌkt] *n.* 产品
production line [prə'dʌkʃn] 生产线
propose a toast 敬酒；举杯
public relations manager ['pʌblɪk] [rɪ'leʃənz] 公关经理

Q

quality control ['kwɒləti] [kən'trəʊl] 质量监控

R

reasonable ['ri:z(ə)nəb(ə)l] *adj*. 合理的
reception [rɪ'sepʃn] *n*. 接待
receptionist [rɪ'sepʃənɪst] *n*. 接待员
recommend [rekə'mend] *v*. 推荐
recommend [rekə'mend] *v*. 推荐
replacement [rɪ'pleɪsm(ə)nt] *n*. 更换；复位；代替者；补充兵员
registration [redʒɪ'streɪʃn] *n*. 登记注册
reservation [ˌrezə'veɪʃn] *n*. 预订，预约
restroom ['restru:m] *n*. 洗手间

S

schedule ['ʃedju:l] *n*. 日程表
showroom ['ʃəʊru:m] *n*. 产品陈列室
sign [saɪn] *v*. 签署；签名
sleep like a log 熟睡
spareribs ['speərɪbz] *n*. 排骨
special offer 优惠价
stable ['steɪbl] *adj*. 稳定的
staff [stɑ:f] *n*. 全体职员
standard ['stændəd] *adj*. 标准的
strict inspection [strɪkt] [ɪn'spekʃn] 严格考察
successful [sək'sesfʊl; -f(ə)l] *adj*. 成功的；一帆风顺的

T

tariff ['tærɪf] *n*. 收费表
tasty ['teɪstɪ] *adj*. 美味的
teacher ['ti:tʃə] *n*. 教师
tiring ['taɪərɪŋ] *adj*. 累人的
touch screen [skri:n] 触感屏幕
touchpad [tʌtʃˌpæd] *n*. 触摸板
turning ['tɜ:nɪŋ] *n*. 转向；转弯处

U

urgent ['ɜ:dʒənt] *adj*. 紧急的
user-friendly 客户友好的

V

vice-president [vaɪs] *n*. 副总裁

W

warranty ['wɒr(ə)ntɪ] *n*. 保证；担保；授权；（正当）理由



Appendix II

Useful Terms

1. 第 44 届世界技能大赛综合机械与自动化项目中国集训基地

the China Training Base of the 44th Worldskills Competition for Polymachanics and Automation

2. 第 44 届世界技能大赛数控车项目中国集训基地

the China Training Base of the 44th Worldskills Competition for CNC Turning

3. 第 44 届世界技能大赛数控铣项目中国集训基地

the China Training Base of the 44th Worldskills Competition for CNC Milling

4. 第 44 届世界技能大赛塑料模具工程项目中国集训基地

the China Training Base of the 44th Worldskills Competition for Plastic Die Engineering

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